Functionality

1. Department IT personnel need a different view and different functionality than the average user because they often manage a large number of Incidents and Requests on behalf of their constituencies.
2. Provide availability (at least to department IT personnel) to search by Incident number, Request number and description in ticket list view.
3. Notification process needs to be streamlined – customers should only receive emails that include useful information.

Design

1. Display Additional Comments on the ticket page for both Incidents and Requests.
2. Use consistent terminology (i.e. “order services”, “proceed to check out”, “request more”, etc) from page to page and throughout the order/add to cart/submit request process.
3. Display either the “Update” or “Save” button on the ticket page, rather than both buttons.
4. Add “Return to List” button on the ticket page.
5. Add forward/back arrows to Incident and Request list navigator to allow users with more than 20 tickets to navigate between pages in the ticket list view.

Communication

1. Many customers still don’t know where to go to report a problem or request a service.
2. How will the average user find the Service Portal? Potentially add link to IT home page, under “Quick Links” on uab.edu home page and to UAB app.

IT Operations

1. Since the new Service Portal has been deployed it’s taking longer to get certain requests (software, telecom) fulfilled. With the previous system tickets were forwarded from one IT group to the next, now there seems to be a disconnect between IT departments and the tickets are getting delayed or lost.
2. Some services are taking too long to long fulfill (even before the new Service Portal)
3. WAM approval necessary for services with cost, but services need to be provided in a timely manner. Need to work on a solution to streamline the process.
4. Require current students to register for eNotify so that password reset verification can be completed via text, eliminating issues (ex. longer time to resolution, poor cell reception) resulting from need for callback from AskIT.